



## CLIENT HANDBOOK



Credit: Elizabeth Rhoads

1717 Sharon Road West, Charlotte, NC 28210 980.859.2106 |

[hopeway.org](http://hopeway.org)



## TABLE OF CONTENTS

	Page
Welcome	3
Groups	3
Holistic Care	4
Art Therapy	4
Recreational Therapy	5
Music Therapy	5
Health and Wellness	6
Horticultural Therapy	6
Pastoral/Spiritual Care	7
Treatment Planning	7
Family Therapy	7
Therapy Wing Hours of Operation	8
Discharge Planning	8
Client Satisfaction Survey	8
How To Resolve A Complaint	8
Primary Medical Care	9
Smoking and Smoking Cessation	10
Fire Plan	10
Dining Room	10
Hours of Operation	10
Program Rules	10
Contraband & Searches	12
Client Rights & Responsibilities	12
Updates To The Handbook	14
Residential Treatment Program	15
Bedrooms	15
Living Room Areas	15
Game Room	15
Communication with Family and Friends	15



Use of Cell Phones, Laptops, Tablets and Other Similar Devices	15
Visitation	16
Passes	16
Personal Items	16
Laundry	17
Room Cleanliness	18
Visual Room Inspections	18
Outside Food and Drinks	18
Help Maintain and Safe and Healing Campus	18
Personal Valuables and Property	19
Use of Metal Detector Wand	19
Residential Wing Hours of Operation	20
Observation Levels	20
Check out time	21
Day Treatment Programs	21
Partial Hospitalization Program	21
Intensive Outpatient Program	21
Use of Cell Phones, Laptops, Tablets, and Other Similar Devices	22
Use of Metal Detector Wand	22
Cancellation and Attendance Policy	23

## **Welcome**

On behalf of the entire HopeWay staff, we welcome you to the campus. Our goal is to provide you with the highest quality of care in a safe, nurturing, and comfortable setting. Each member of our team is committed to providing you with excellent care, involving you in your treatment, and working together respectfully and compassionately to best meet your healthcare needs.

The purpose of this handbook is to help you understand what to expect during your time at HopeWay. This handbook will also provide you with information about the campus itself, the types of groups and activities provided, and what to expect from your discharge plan. While the care you receive in our programs will help move you towards recovery, to maintain the progress you have made it is **very important** to attend all follow-up appointments with the professionals who will be providing your care post-discharge.

## **Groups**

A large number of group therapy and educational meetings will occur throughout your treatment.

Groups are led by our licensed therapists, licensed nurses, and other wellness professionals. Your program schedule contains all of the planned groups and activities each day.

As recovery requires active and consistent personal involvement in treatment you are strongly encouraged to participate in all group and activities. Inconsistent attendance/participation in groups may lead to an administrative discharge.

The clinical model used at HopeWay was created to provide both traditional psychotherapeutic treatment interventions such as Cognitive Behavioral Therapy as well as a full range of integrative therapies such as music therapy, art therapy, horticultural therapy, recreation therapy, health and wellness education and skill development, and mindfulness. All psychotherapeutic models have a strong evidence base that supports their effectiveness for a wide variety of psychiatric illnesses.

### **Holistic Care**



Credit: Elizabeth Rhoads



Credit: Elizabeth Rhoads



Credit: Elizabeth Rhoads

HopeWay was created to offer an environment for healing and recovery from mental illness and substance use disorders in a setting and using an overall treatment model that does not exist elsewhere in the region. Our campus and treatment facilities were intentionally designed to offer a broad spectrum of holistic healthcare. People heal most effectively and with sustained success when all aspects of themselves are enhanced. This includes the mind, the body, and the spirit.

HopeWay incorporates the following types of therapy and holistic elements of recovery:

- **Art Therapy**



Credit: [intuitivecreativity.typepad.com](http://intuitivecreativity.typepad.com)



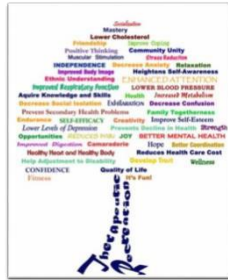
Credit: [onechildcenterforautism.org](http://onechildcenterforautism.org)



Credit: [cancer.osu.edu](http://cancer.osu.edu)

Art therapy provides you with an array of tools for creative expression, ranging from painting, collage making, and drawing, to sculpting, jewelry making, and pottery. You will participate in art therapy groups, open studio times, and may also have individual sessions.

- **Recreational Therapy**



Credit:

HopeWay has a wide variety of recreational activities and opportunities. There are beautiful manicured walking trails, a 13,000 square foot gymnasium that includes two full size basketball courts, a cardiovascular and weight room, and is complete with bathrooms and showers. There will be opportunities to play volleyball, basketball, and other leisure activities. During recreation therapy groups you will be provided the opportunity for process groups to discuss the importance of leisure in treatment, learn different coping skills and learn ways to overcome barriers to engaging in leisure activities. Recreation, physical fitness, and learning healthy leisure activities are critical aspects of holistic healthcare and HopeWay is committed to incorporating these activities throughout your treatment with us and throughout all levels of programming.

- **Music Therapy**

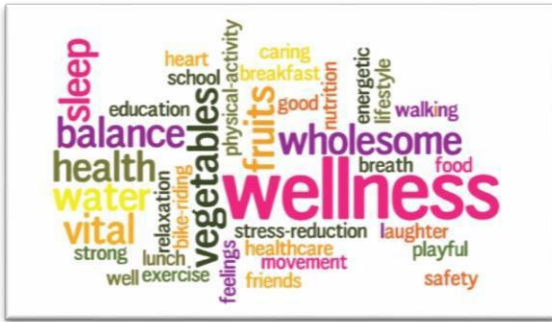


Credit: Find Your Voice Music Therapy

Music is very therapeutic in the healing process. At HopeWay, you will participate in music therapy groups. Through lyric analysis, drumming, song writing, imagery, and relaxation, music therapy promotes wellness, helps manage stress, provides a creative way to express emotions, and helps improve communication. Our Music Therapists will engage and assess clients in each session and modify goals as needed. No musical skill is needed. The music therapy room is a safe space for expression and improvisation.



- **Health and Wellness**



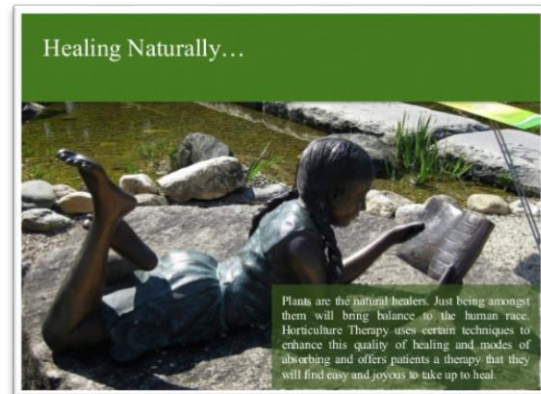
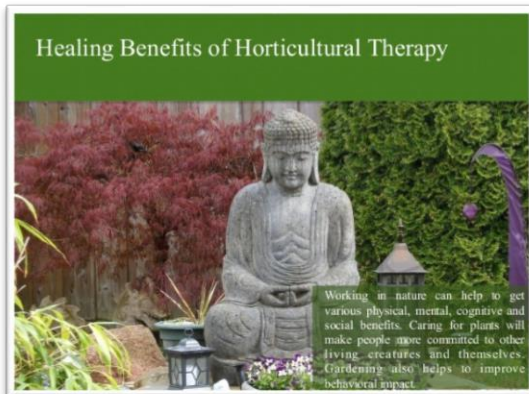
Credit: sonomasun.com



Credit: poulami.com

Our Health and Wellness Specialists will be working with you during your treatment at HopeWay to help you learn about healthy eating, portion control, and the overall connection of how food affects not only your physical health but also your emotional health. Should you have dietary issues or medical conditions that require special care or monitoring, the Health and Wellness Specialists will be able to assist you in learning how to best manage your nutritional needs. You will also be given the opportunity to work in the Learning Kitchen, where you will learn how to prepare healthy, nutritious meals.

- **Horticultural Therapy**



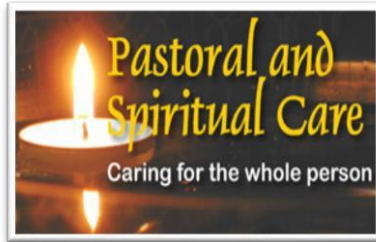
Credit: *Introduction to Horticultural Therapy Handbook* / [slideshare.net/prkarthik/introduction-to-horticultural-therapy-handbook](https://slideshare.net/prkarthik/introduction-to-horticultural-therapy-handbook)

A greenhouse and garden are located on the HopeWay campus. Our Horticultural Therapist works with you during individual and group activities where you will learn how to tend to and care for the garden. You will also be provided a small plot of land where you will be able to grow your own individual plants, vegetables, and herbs for use in the Learning Kitchen.

- **Pastoral/Spiritual Care**



Credit: [blogs.sacbee.com](https://blogs.sacbee.com)



Credit: [chaplainalexander.com/spiritual-care.html](https://chaplainalexander.com/spiritual-care.html)



Credit: Elizabeth Rhoads

During your treatment, you will be provided opportunities to participate in spiritual and pastoral care programming. This may consist of group or communal activities, as well as individual support if needed. Pastoral care is intended to provide non-denominational support and engagement during your treatment, and can be tailored to your own spiritual preference or beliefs.

## **Treatment Planning**

You will work with a large, multidisciplinary treatment team that is responsible for providing you with the highest quality of care. Clients in the Residential and Partial Hospitalization Programs are served by a psychiatrist, a primary therapist, the music, art, recreation, and horticultural therapists, the health and wellness specialists, the aftercare specialist, nurses, and technicians. The treatment team for clients in the Intensive Outpatient Program consists of the therapists running groups, your attending psychiatrist, and your aftercare specialist. The clinical team is also supported by HopeWay’s executive leadership team. We are all committed to providing you with the best care. Your treatment team meets at least weekly to review progress, suggest possible treatment goals that will be reviewed with you for your input and consideration, identify discharge follow-up resources, and make other changes to your treatment plan to provide focused, restorative care.

**We Need You!** In a behavioral health program, your involvement and commitment to your treatment is extremely important. We ask that you actively and consistently participate with your team to create goals and an effective discharge plan that will allow you to successfully and positively return to your home, family, work, school, and community.

We strongly encourage you to involve your family and friends in your treatment as these relationships are frequently critical for supporting ongoing progress during and after treatment. We ask that you commit to participating actively in all group and individual activities. Doing all of these things will allow you to get the MOST out of being at HopeWay. All services offered at HopeWay are offered to you on a voluntary basis. However, not actively involving yourself in the programming will result in a less successful outcome and is ultimately a poor use of your time and financial resources. As such, failure to participate in programming may also result in being administratively discharged from services.

## **Family Therapy**

Families and friends are very important sources of “natural” support to most people. These are the people who know you the best, know what works best for you, know what doesn’t work, and know how to best support your continued healing and recovery. We strongly encourage you to involve others, who are committed to your health, in your treatment. During meetings with your “natural supports”, the following types of information may be discussed:



- Information about your diagnosis and treatment plan
- Progress shown in treatment
- Aftercare planning including types of follow-up healthcare services that will be most helpful for you after your treatment at HopeWay has concluded
- Ways to strengthen or build healthy relationships with others

### **Therapy Wing Hours of Operation**

The Therapy Wing is open during all scheduled group therapy sessions and activities. During the lunch hour (12:00 PM to 1:00 PM), the Therapy Wing is closed to clients, unless the clients are accompanied by a staff member.

### **Discharge Planning**

To create the most effective aftercare plan as you transition out of all HopeWay programs, your treatment team will begin planning for your discharge needs soon after admission.

Residential and Day Treatment (PHP and IOP) Programs aftercare plans may include stepping down to a less intensive level of care, such as Partial Hospitalization Program or the Intensive Outpatient program, and/or referrals to a community therapist for continued weekly therapy and/or a psychiatrist for continued medical management. Your aftercare plan may also link you with a peer support service, connect you to local support groups, and/or provide you with other helpful resources.

You are involved in the discharge planning process throughout your treatment. Attending your aftercare appointments is very important to help you maintain the gains you made during your treatment at HopeWay.

### **Client Satisfaction Survey**

Prior to your discharge from HopeWay you will receive a copy of our Client Satisfaction Survey. The information from this survey is used to improve the quality of care you and others receive. The information we receive from you is extremely important. Without your evaluation of the care you received we are not best able to focus as effectively on continuing to do the things you view us as doing well and not able to focus as effectively on improving those things that you believe we can do better. We ask that you, please, take the time to complete the Client Satisfaction Survey. We need and value your input!

### **How To Resolve A Complaint**

Everyone at HopeWay is committed to providing you with the highest quality care in the most client-focused, respectful, and supportive manner possible. Our goal is for there never to be a problem that you need to bring to our attention that cannot be taken care of right away. However, if you have a concern/complaint you have the right to see that your issues are addressed quickly, ideally by the staff working with you when the issue arises. Please bring any concern to the attention of a staff member and every effort will be made to resolve your concern immediately or as soon as possible. If we are unable to resolve your concern immediately, we will provide an explanation as to why it is not possible to resolve and refer your concern to the appropriate administrative staff member to follow up with you.

Clients, families, and guardians also have access to external complaint mediation resources. To report/file a (1) client safety event, (2) client concern, (3) family concern, (4) community concern, and/or (5)





complaint/grievance, please, contact HopeWay, the North Carolina Division of Health Services Regulation, and/or the Joint Commission.

**HopeWay**

Phone: 980-859-2106  
E-Mail: [feedback@hopewayfoundation.org](mailto:feedback@hopewayfoundation.org)  
E-form: <https://forms.office.com/r/QRVXs0Yr2z>



QR Code:

Mail: Chief Compliance Officer HopeWay  
1717 Sharon Road West  
Charlotte, North Carolina 28210

**North Carolina Division of Health Services Regulation**

Phone: 800-624-3004  
Fax: 919-715-7724  
Mail: Complaint Intake Unit  
2711 Mail Service Center  
Raleigh, North Carolina 27699

**The Joint Commission**

Online: <https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx>  
E-mail: [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)  
Mail: Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181

**Primary Medical Care**

HopeWay is pleased to offer our clients access to our primary care services through our Wellness Clinic. We consider Primary Medical Care to be an essential element of holistic client-centered healthcare. The Family Practice and Internal Medicine physicians and mid-level providers (i.e., nurse practitioners or physician assistants) provide comprehensive health exams, acute and chronic diagnosis(es) treatment and management, as well as providing screening and counseling to prevent illness.



**Smoking and Smoking Cessation**

HopeWay is a smoke-free and smokeless tobacco-free campus. Nicorette gum and other smoking cessation options are available for those who smoke. Please, speak to your doctor or nurse. Failure to comply with this policy will be considered a violation of the Program Rules.

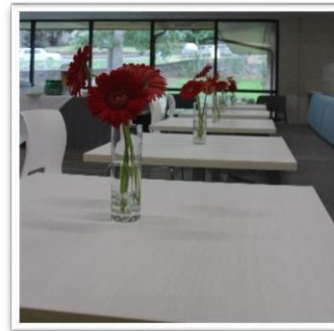
**Fire Plan**

In the case of a fire or an alarm test, the staff will guide you to the proper, safe area.

**Dining Room**



Credit: Elizabeth Rhoads



Credit: Elizabeth Rhoads

Clients enrolled in our Residential and Partial Hospitalization programs will eat in a spacious and inviting dining area which contains multiple types of seating arrangements to suit individual and group needs. Daily food choices and special options will be posted near the dining room. Clients will have the opportunity to select from a wide variety of nutritious, flavorful, and creative food selections.

Residential clients are provided breakfast, lunch, and dinner.

Clients may enjoy a hot cup of tea or coffee from the HopeWay Tea and Coffee Bar. The Tea and Coffee Bar proudly serves Starbucks® coffee and a variety of caffeinated and decaffeinated black, green, and herbal teas. This is available during breakfast and between 2:15 and 3:00.

**Hours of Operation**

Breakfast: 8:00 AM to 9:00 AM    Lunch: 12:00 PM to 12:45 PM

Dinner: 5:30 PM to 6:30 PM    Evening Snack: 8:15 PM to 9:00 PM

**Residential Clients Only**

The Dining Room is closed at all other times to allow the Food and Nutrition Team to prepare for upcoming meals in a timely manner without disruption.

**Program Rules**

Please note that this list is not exhaustive and changes/additions may be necessary depending on changing needs and situations. The overriding rule is to follow and respect staff requests and directions.



### **Privacy and Confidentiality**

- Respect total confidentiality. The identity of others in treatment and what they say and do in treatment is to remain completely confidential.
- Respecting confidentiality includes not taking any pictures, videos or other images during your stay at HopeWay.
- Do not share any information regarding your peers or HopeWay staff on any social media outlet.
- Failure to protect confidentiality will result in an administrative discharge from services.

### **Maintaining and Safe and Therapeutic Environment**

- Violence or physical aggression of any type will not be tolerated and may result in immediate discharge and referral.
- Weapons of all types, including firearms, are not permitted anywhere on HopeWay property including vehicles. Straight edge razors are not allowed.
- Romantic and /or sexual relationships between clients are prohibited. You are advised to speak with your primary therapist if such feelings surface. □ Clients may not enter other client's bedrooms.
- Use of alcohol, un-prescribed or illicit substances on HopeWay property is prohibited and may result in immediate discharge and referral to a higher, more intensive level of care. All medications must be approved by your attending psychiatrist.
- Clients must comply with drug screening as requested.
- We hope you enjoy the furniture here. Please, respect it so the next person can enjoy it as well.
- Smoking and the use of smokeless tobacco products is prohibited. You may request a smoking cessation option from your doctor.
- Please respect the personal property of other clients and staff.
- Clients are responsible for their behavior and are expected to communicate, cooperate, and show respect to other clients and staff.
- Failure to abide by the rules may result suspension from the program. Repeated violations or violations involving breaches of privacy or safety risk may result in an administrative discharge.
- No verbal abuse of staff or other clients is allowed.

### **Treatment Activities and Groups**

- You will participate in developing an individualized treatment plan for your recovery. It is important that you follow your treatment plan.
- Clients in the residential program must complete a Health and Physical exam at admission.
- Respect for the group process: One person talks at a time, no cross-talk; mutual respect is the norm, no gossip in or out of group.
- Honesty with yourself and others will allow you to benefit most from treatment. Sneaky and manipulative behavior is counterproductive and will negatively impact your own and possibly your peers' treatment. Repeated behavior of this type may result in an administrative discharge from services.
- Responses and feedback are to be based on compassion, concern, and your own experience. Please use "I" statements. No name calling.
- Interruptions and disruptions are to be infrequent. Please use the bathroom before groups or activities. Once you have entered group, you are asked not to leave unless you have an appointment with someone on your treatment team or you are directed by the group facilitator to do so.



- Electronic devices are to be placed in “silent” mode if brought to group. □ Electronic devices are not to be used during groups.
- Groups start and end on time, so please plan accordingly.
- All treatment assignments are to be completed in a timely manner.
- No medications of any kind are allowed unless approved and prescribed by your physician and with staff approval.
- Knowledge, awareness, and compliance with all rules is expected.

### **Other Important Information**

- Logos on clothing that are gang or drug related or otherwise not appropriate for a professional setting are not permitted.
- No tank tops, halter-tops, backless or low-cut clothing. No short shorts, or other tight clothing is permitted.
- Undergarments must be worn at all times.
- No animals (except service animals and approved emotional support animals) are permitted at HopeWay.
- Violation of the rules described above may result in dismissal from the program.
- Illegal activity is subject to criminal prosecution.

### **Contraband & Searches**

Contraband items include but are not limited to tobacco products, lighters or matches, weapons of any kind, illicit drugs or narcotics, other sharps such as needles, straight or safety pins, scissors, razors, metal nail files, letter openers, plastic bags and steel toed boots or high heeled shoes. These items are not allowed and any exceptions related to contraband items must be approved by the Chief Operations Officer or his/her designee.

Personal searches to identify contraband, health hazards, and/or safety concerns may be conducted of your clothing and personal possessions based upon reasonable cause. For residential clients, periodic searches of your room will be conducted. Additional searches will be conducted based upon reasonable cause.

### **Client Rights & Responsibilities**

All clients served at HopeWay have rights designed to promote dignity, respect, and a safe, healing environment. You will be provided with a copy of the “*Client Rights and Responsibilities*” form within 24-hours of being admitted to the program. These rights will be reviewed with you by a member of the HopeWay staff and you are asked to sign the document to acknowledge that it was provided to you and reviewed with you so that any questions can be answered. Below is a copy of the document.

#### **CLIENT RIGHTS:**

You have the right:

1. To a humane treatment environment that affords reasonable protection from harm, exploitation, and coercion;
2. To be free from physical and verbal abuse;
3. To be free from the use of physical restraints and seclusion unless it is determined that there are no less restrictive methods of controlling behavior to reasonably insure the safety of the client and other persons;
4. To be informed about plan of treatment and to participate in the planning, as able;





5. To be promptly and fully informed of any changes in the plan of treatment;
6. To accept or refuse treatment, unless it is determined through established authorized legal process that the client is unable to care for him/herself or is dangerous to him/herself;
7. To be fully informed of the charges for treatment;
8. To confidentiality of client records;
9. To have and retain personal property which does not jeopardize the safety of the client or other clients or staff and have such property treated with respect;
10. To converse privately, have convenient and reasonable access to the telephone unless denial is necessary for treatment and the reasons are documented in the client's treatment plan;
11. To be informed of the program's complaint policy and procedures and the right to submit complaints without fear of discrimination or retaliation and to have them investigated within a reasonable period of time;
12. To have access to their own client records and to obtain necessary copies when needed;
13. To receive a written notice of the address and telephone number of that state licensing authority, i.e. the department, which further explains the responsibilities of licensing the program and investigating client's complaints which appear to violate licensing rules;
14. To obtain a copy of the program's most recent completed report of licensing inspection from the program upon written request;
15. To receive from your healthcare provider information necessary to give informed consent prior to the start of any procedure and/or treatment.
16. When medically significant alternatives for care or treatment exist or when you request information concerning medical alternatives, you have the right to such information. You also have the right to know the name of the person responsible for the procedures and/or treatment.
17. To be informed of anticipated and unanticipated outcomes of care.
18. To an individualized treatment plan and the right to participate in the development of the plan;
19. To meet with staff to review and update your treatment plan on a regular basis;
20. To every consideration of your privacy concerning your own medical care. Case discussion, consultation, examination, and treatment are confidential and should be conducted discretely;
21. To expect that within its capacity HopeWay will make reasonable responses to a request by you for services to include evaluation, service, and/or referral as indicated by the medical urgency of the condition;
22. To obtain information as to any relationship of HopeWay to other healthcare and educational institutions insofar as your care is concerned;
23. To be advised if HopeWay proposes to engage in clinical research effecting your care or treatment. You have the right to refuse to participate in such research projects;
24. To expect reasonable continuity of care: You have a right to expect that HopeWay will provide a mechanism whereby you are informed by your primary counselor or the medical team of your continuing healthcare requirements following discharge;
25. To know HopeWay rules and regulations that apply to your conduct as a recipient of services;
26. To expect no discrimination in regard to race, religion, sex, ethnic origin, age, handicap or sexual orientation;
27. To have your rights explained to you in simple terms, in a language that you can understand;
28. To have your reports of pain believed;
29. If applicable, to receive information about pain and to pain relief measures;
30. To access to health professionals who respond quickly to reports of pain;
31. To effective pain management;



32. To decorate your room when appropriate with suitable decorations; and
33. To contact the Governor's Advocacy Council.

### **CLIENT RESPONSIBILITIES:**

You have the responsibility to:

1. To be honest about matters that relate to you as a person in recovery;
2. To provide, to the best of your knowledge, accurate and complete information about your medical, mental health, drug use, mental health treatment history, and service needs or expectations;
3. To attempt to understand your illness;
4. To ask questions when you do not understand what you have been told about your care or expectations of you;
5. To attempt to follow directives and advice offered by the staff;
6. To accept consequences if you do not follow your treatment plan or staff directives;
7. To know the staff who are caring for you;
8. To report changes in your condition to those responsible for your care and welfare;
9. To be considerate and respectful of the rights of both fellow clients and staff;
10. To honor the confidentiality and privacy of other persons in recovery;
11. To use the grievance procedure if you feel your rights are being violated;
12. To keep appointments and cooperate with the staff;
13. To avoid making unreasonable demands;
14. To comply with the policies and expectations of the Program;
15. To be considerate of the organization's personnel and property, helping control noise and disturbances, following smoking policies and respecting other's property;
16. To take an active role in your treatment plan and program;
17. To relate incidents to staff that can be harmful to you and/or your peers in treatment;
18. To abstain from the use of alcohol and other mood altering chemicals and to take only prescribed medications as monitored by your attending healthcare provider;
19. To promptly meet any financial obligation agreed to with HopeWay;
20. To ask your attending healthcare provider what to expect regarding pain and pain management if needed;
21. To work with your attending healthcare provider to develop a pain management plan;
22. To help your attending healthcare provider assess your pain; and
23. To comply with said pain management plan and self-report any non-compliance.
24. Client will agree to sign an AMA (Against Medical Advice) form in the event the Client decides to leave treatment prematurely or against the advice of the treatment team.
25. In addition, any costs incurred on behalf of the client by HopeWay (medication co-pays, etc.) will be the responsibility of the client.

### **Updates To The Handbook**

The handbook undergoes review and revision as necessary. If changes, amendments, or modifications occur, the updates will be verbally communicated to you by HopeWay staff.

**If you have any questions, please, ask the staff; we will be glad to explain.**



## RESIDENTIAL TREATMENT PROGRAM INFORMATION



Credit: Louise Bonner



Credit: Louise Bonner



Credit: Louise Bonner

### **Bedrooms**

HopeWay’s residential facility has 36 private rooms organized into 6 neighborhoods. Each room has a private bath. Client bedrooms were intentionally designed to be warm, comfortable, and restorative. Most rooms look out onto a beautifully landscaped campus and offer an abundance of natural light.

### **Living Room Areas**

The residential area of HopeWay contains two beautiful and relaxing living room areas for social gathering, reading, watching television, or simply talking with other members of the HopeWay community.

### **Game Room**

Residents are encouraged to enjoy a game of pool, ping pong, or chess in the recreation space immediately across from the nurses’ station. This is great space for socializing, watching games on TV, and enjoying friendly competition.

### **Communication with Family and Friends**

Clients may use their electronics outside of their program hours to connect with family and friends.

### **Use of Cell Phones, Laptops, Tablets and Other Similar Devices for Residential Clients**

To assist in helping you maintain your focus on your treatment, minimize opportunities for distractions, and decrease anxiety and stress that can come from being constantly “plugged in” clients will follow the electronic policy as outlined below:

Monday thru Friday, from 9am-4pm, all electronics need to remain in the client’s room or the nursing station. Client will have access to electronics starting at 4pm. On Saturdays, clients can use their electronics starting at 2pm. On Sundays, clients have access to their electronics all-day.

**\*Electronic devices are strictly prohibited during any programing activity. Violations may result in a discharge.**

**\*Gaming consoles cannot be connected to any HopeWay television and are not permitted.**



## **Visitation**

Clients can have two visitors on the weekend. Those two visitors can choose to schedule a one-hour visitation appointment either on Friday or Sunday (as open appointment slots permit).

Visitation will be available on Fridays, from 5:30pm-6:30pm, with the option for the visitor to purchase dinner in our dining hall. On Sundays, visitation options are 1pm, 2pm, or 3pm (as open appointment slots permit). Children under 18 years old are allowed to visit if they are accompanied by an adult visitor.

- Previous or current HopeWay clients are not permitted to be one of your identified visitors.

Clients, please share the following website with your visitors, so that they can request a visitation time with you. <https://visithopeway.timetap.com>

Appointments must be scheduled by Thursday (of that particular visitation weekend) to allow for approval time.

All visitation appointment requests will need to be approved by our staff.

Visitors will receive email confirmation when the appointment is approved. This email will be sent by Friday morning.

Visitors will only be allowed to request a visitation appointment for the current weekend, as appointments for upcoming weekends are not viewable until the Monday of that particular week.

No outside food or beverages will be allowed during the time of the visitation.

Visitation will take place in the dining hall unless the client is on Level 2 where they could also visit on the patio outside of dining area. We ask visitors to please leave ALL belongings in the car with the exception of an ID, which will be checked upon arrival.

Please use HopeWay's main entrance (marked by the large HopeWay sign) to locate our parking lots and front entrance. You will meet with one of our staff members at the front door to review your appointment details and check your ID.

### **Passes:**

\*Due to COVID passes to leave campus will not be granted at this time unless it is for a medical appointment\*

### **Packing List for Residential Clients:**

#### **Clothing:**

- 7-10 day supply of clothing: Please note, there is limited amount of closet and armoire space. Over packing may result in clothes being sent back with a loved one. All clothing must be modest and appropriate.





- 2-3 pairs of shoes: Comfortable, walking shoes

**Toiletries:**

- Soap, shampoo, deodorant, toothpaste, toothbrush
- Hair dryers, curling irons, flat irons and battery operated electric razors are preferred (*please note these items will be stored by the residential staff when not in use*)

**Electronics:**

- Cell phone, laptop, MP3 player, Kindle
- If you bring an approved medical device, please bring the necessary cleaning equipment/solutions.

**Medications:**

- Current prescribed medication in the original pharmacy labeled pill bottle
- All over the counter medications taken regularly e.g. vitamins, pain relief medications, supplements (*Please note, we are unable to accept medications that are not in the original pill bottle. Pill boxes cannot be utilized.*)

**Miscellaneous:**

- Eye glasses, hearing aids
- Back pack/tote
- Water bottle
- Books appropriate for recovery
- If you are a smoker, we encourage you to bring some type of smoking cessation product e.g. nicotine patch or nicotine gum.
- Photos for your room are permitted but please do not bring glass picture frames. Please note items cannot be attached to the wall.

**HopeWay will provide the following:**

- Bedding, blanket, pillow, towels
- Tide laundry detergent
- Toilet paper
- Hand soap
- Clothes hangers/armoire

Outside

**Items to remain at home:**

- Cigarettes, vape pen, or electronic cigarettes
- Lighters or matches
- Alcohol, illegal substances
- Valuables, including jewelry
- Outside food
- Video game consoles and controllers
- Glass of any kind
- Comforters, blankets, pillows and stuffed animals
- Hair dye/hair color

\*Please contact your Admission Specialist if you have questions about bringing items not listed.

**Laundry**

All residential clients are responsible for doing their own laundry. A copy of the Laundry schedule is provided to clients and posted on the Laundry room door. If



you need to wash any linens, clothing, or towels between assigned laundry days, please speak to a staff member.

HopeWay provides the laundry supplies. **A staff member will accompany you when using the laundry room.**

Last load to start at 9 p.m. due to noise from machines in the adjoining hallways being disruptive.

### **Room Cleanliness**

All residential clients are responsible for maintaining the general cleanliness of their own rooms. HopeWay provides the cleaning supplies. **A staff member will accompany you when using cleaning supplies.**

**Unusual damage to your room will result in the repair costs being taken from your room deposit.**

Food and drink (with the exception of water) is not permitted in rooms to help maintain a clean environment.

### **Visual Room Inspections**

During the day and early evening, residential staff will visually inspect client rooms once per shift to identify any contraband, health hazards, and or safety concerns. Staff may visually inspect client rooms once per shift but would only do so if it would not negatively impact your sleep. If you **are present** during visual room inspections and any contraband, health hazards, and/or safety concerns are identified, the staff will act to resolve any immediate health and safety issues then inform their supervisor, your attending psychiatrist, and your primary therapist so that they may coordinate an appropriate response and resolution.

If you **are not present** during visual room inspections and any contraband, health hazards, and/or safety concerns are identified, the staff will act to resolve any immediate health and safety issues then inform their supervisor, your attending psychiatrist, and your primary therapist so that they may coordinate an appropriate response and resolution. You will be immediately notified upon your return to the residential unit of any identified contraband, health hazards, and/or safety concerns and if any items were confiscated and their disposition.

### **Outside Food & Drinks**

For safety and quality control purposes, only items provided by HopeWay may be stored in the snack pantry/kitchen area on the unit.

Food and drinks may not be brought onto the unit from the dining hall.

**Food and drinks, with the exception of water, may not be stored in your room. Unless provided by staff, outside food is not allowed on the premises.**



## **Help Maintain a Safe and Healing Campus**

Maintaining a safe, clean, and comfortable environment is critical to allow for maximum healing. **EVERYONE** shares in the responsibility for keeping the facility and grounds safe and clean including the HopeWay staff, our clients, and all visitors. *Please, help us in keeping the campus safe, clean and comfortable for everyone.*

Here are other ways that you can help us all maintain a safe, clean, and comfortable campus.

- Wash your hands after using the restroom and before each meal. Do not share knives, forks, and spoons with others
- Wash your laundry separately from other client's laundry
- Do not eat from another client's plate
- Ask family members/friends who are sick to wait until they are better before visiting
- Do not share clothing, combs, brushes, or other personal hygiene items
- Keep your room neat and clean - - if you need assistance, please ask a staff member

## **Personal Property and Valuables**

We ask that you send any valuables home with your family/friends. HopeWay is not responsible for any lost or damaged personal property that you choose to keep with you.

Glasses, hearing aids, and dentures should be worn when you are awake and stored properly in your room when you are asleep. If you need a storage container for these items, please tell a staff member. HopeWay is not responsible for the breakage or loss of these items.

**Vehicles:** Keys to cars will be maintained by staff and escorts provided whenever clients need access to their car.

**Bags/Backpacks:** Staff will search these items when clients return from walks/appointments. Staff will remind clients of this safety protocol.

*HopeWay is not responsible for lost, stolen, or damaged personal belongings.*

## **Use of Metal Detector Wand**

An additional method that HopeWay uses to help maintain a safe environment, free of items that may result in harm to oneself or others, is the use of a hand held metal detector to scan clients, client's belongings, and guests (when there is reasonable cause).

Clients admitted to the residential program will be searched upon admission, when reasonable cause, and when returning from an unaccompanied off-campus activity or pass. Clients may also be searched when there is reasonable cause. All searches will be conducted in a manner designed to respect the individual's rights to privacy and dignity.



**Client/Guest refuses to be scanned:**

- Guest: Cannot enter or must leave the property. May be unable to visit pending decision by attending physician, treatment team, and/or leadership team.
- Client: Client must stay at the nurse’s station under direct observation by staff at nurses’ station. Client’s attending physician or on-call provider will determine if client needs to be administratively discharged or devise another plan to maintain the safety of the client, other residents, and staff.

**Prohibited Items are found:**

- Guest: Prohibited items must be removed from the building/property. If guest refuses to remove the item, staff will call 911.
- Client: Staff will confiscate prohibited item per search and seizure policy.

**Residential Wing Hours of Operation and Quiet Hours**

The Residential Wing is closed to clients during all scheduled group therapy sessions and activities. During these times, clients may not be in the Residential Wing unless accompanied by a staff member. Client rooms will be locked during daytime hours with the exception of between 11:30 a.m. - 1:30 p.m.

Quiet Times: Sundays through Thursdays—starts at 10 p.m. with TV/music turned off and clients to be in their rooms at 11 p.m. Fridays and Saturdays—starts at 11 p.m. with TV/music turned off and clients to be in their rooms at 12 a.m.

**Evening Walks:** Evening walks during the summer should end at 8 p.m. to allow clients to be present in the daily wrap-up group. During all other months, evening walks should end at 5:30 p.m./dusk.

**Observation Levels**

**Observation Level** – Client will be observed every 30 minutes at all times. All clients entering the Residential Program will start on Observation Level for at least 72 hours.

**Level 1** – Client will be observed once in the morning, once at the bed time, and one time during the night. Night checks will be done at random times each night.

**Level 2** – Client will be observed once in the morning, once at the bed time, and one time during the night. Night checks will be done at random times each night. Additionally, clients may use walking trail and activity zones alone if approved by a medical team member. Sidewalks are not part of the HopeWay campus.

**Increased Observation Level** – Client will be observed every 15 minutes.





**Constant Observation Level** – Client will be observed 1:1 with staff maintaining direct line of site of client at all times. While client is asleep, staff may observe the client from the bedroom door or just outside the bedroom entrance, as long as a direct line of site is maintained.

**1:1 Arm’s Length Observation** – Client will be observed 1:1 with staff remaining within arm’s length of client at all times. If client is in need of 1:1 Arm’s Length Observation, an appropriate transfer to a higher level of care will be facilitated.

Increased Observation Level, Constant Observation Level, and 1:1 Arm's Length Observation are implemented when there is concern for client safety.

### **Check Out Time**

On the date of your scheduled discharge, please be packed and ready to place your belongings in the Game Room by **10:00 a.m.** This will allow your room to be prepared for the next client. You are encouraged to program throughout the day as your travel plans allow.

Please coordinate with your family such that your pick up time is no later than 5:00 p.m.

## **DAY TREATMENT PROGRAMS**

### **Partial Hospitalization Program**

HopeWay’s Partial Hospitalization Program is a clinically intensive and holistic outpatient program and operates Mondays – Fridays from 9:00 a.m. until 4:00 p.m. The program follows the same clinical model that is used in all other programs at HopeWay including multiple types of group therapy, weekly individual therapy, weekly visits with your psychiatrist, family therapy as indicated, and aftercare planning.

Most clients will receive greatest benefit from the program if they are able to participate in six (6) weeks of treatment and may then step-down to a less intensive level of care, such as our Intensive Outpatient Program. Clients are served by a multidisciplinary team of highly trained and experienced clinical professionals including psychiatrists, psychologists, licensed psychotherapists, licensed/certified adjunctive therapists, and licensed nurses.

Primary medical care is also provided to clients in the Partial Hospitalization program. Your treatment will be individualized within the general structure of the overall program to best meet your individual needs and interests.

### **Intensive Outpatient Program**

HopeWay’s Intensive Outpatient Programs are clinically intensive and holistic. The morning IOP track operates Mondays, Wednesdays, and Fridays from 9:00 a.m. until 12:00 p.m. while the Afternoon IOP track operates from 1:00 p.m. until 4:00 p.m. The Evening IOP tracks operate Mondays, Wednesdays and Thursdays from 6:00 p.m. until 9:00. All IOP services follow the same clinical model that is used in all other programs at HopeWay including multiple



types of group therapy and aftercare planning. Individual and/or family therapy and/or visits with a HopeWay psychiatrist can be added to your treatment program at an additional cost.

The Evening Intensive Outpatient Program operates from 6:00 p.m. – 9:00 p.m. on Mondays, Wednesdays, and Thursdays. Music, Art, and Recreation therapies are included in this program.

Most clients will receive greatest benefit from the program if they are able to participate in six (6) weeks of treatment and may then step-down to standard weekly outpatient therapy and medication management services with providers in their local area.

Primary medical care can also be provided while in the program at an additional cost. Your treatment will be individualized within the general structure of the overall program to best meet your individual needs.

Meals are available for purchase for clients in the Intensive Outpatient Program. Breakfast, lunch and dinner are not included.

### **Use of Cell Phones, Laptops, Tablets and Other Similar Devices for PHP and IOP**

To assist in helping you maintain your focus on your treatment, minimize opportunities for distractions, and decrease anxiety and stress that can come from being constantly “plugged in”, cell phones, laptops, tablets and other similar devices should either be left at home or, if brought to HopeWay, used outside of the program hours.

*Repeated use of electronic devices during group is a violation of program rules and may result in an administrative discharge.*

*HopeWay is not responsible for lost, stolen, or damaged personal belongings.*

### **Use of Metal Detector Wand**

HopeWay uses a hand held metal detector as another method of helping to maintain a safe environment for clients, guests, and staff. Clients enrolled in either the Partial Hospitalization Program or any of the Intensive Outpatient Programs may be required to comply with a request by staff to scan their person and/or belongings should there be sufficient cause to indicate such a procedure is necessary. All searches will be conducted in a manner designed to respect the individual’s right to privacy and dignity.

If a client refuses to be scanned they will be required to vacate the property and may be administratively discharged from HopeWay.

If a prohibited item is found, the client must remove it from the building/property. If the client refuses, they must vacate the property and will be administratively discharged. Failure to vacate the property will result in the staff calling 911.

### **Cancellation and Attendance Policy**

#### **Attendance Policy**



**Planned Absences:** Clients must email [absence@hopeway.org](mailto:absence@hopeway.org) to notify HopeWay of their absence, late arrival or early departure by 8:00 am. Clients are required to attend 5 hours of programming for Partial Hospitalization, to utilize their insurance benefit. Failure to attend 5 hours of programming will result in a private pay charge of \$550 for Adult Partial Hospitalization. Healthcare maintenance appointments can count towards programming, allowing clients to still attend treatment, if they attend 3 hours of programming. Failure to attend 3 hours of programming will result in a private pay charge of \$550. Note, you must arrive at the campus by 12:00 pm for morning appointments and cannot leave prior to 1:00 pm for afternoon appointments.

### **Insurance Utilization Requirements**

To utilize insurance benefits for Partial Hospitalization services, clients must participate in a minimum of five (5) hours of programming per day.

Healthcare Maintenance Accommodations:

- Clients with scheduled healthcare maintenance appointments may maintain insurance utilization by completing a minimum of three (3) hours of programming on the appointment day
- For morning appointments, clients must arrive on campus no later than 12:00 PM
- For afternoon appointments, clients must not depart before 1:00 PM
- Failure to meet the minimum three (3) hour programming requirement will result in a private pay charge of \$550.

**Unplanned Absences:** Clients must email [absence@hopeway.org](mailto:absence@hopeway.org) to notify HopeWay of their absence by 8am on the date of service. If notification is not received, the client/financially responsible party will be charged the private pay rate for that missed day. **This includes all holidays except for Thanksgiving Day and Christmas Day.** As consistent attendance is very important to allow you to achieve maximum benefit from treatment, if the client is absent three or more days, you may be charged a private pay daily rate of \$550. Additionally, the treatment team will conduct a review, and you may be discharged from service. We will notify the you should this decision be made. If you would like to return to HopeWay in the future, please contact the Admission's Department. **Please also note that your insurance company may not authorize continued treatment if there is frequent absenteeism.**